

Quality Improvement Updates

October 2023



Wellness Programs Seniors

- ❖ Tobacco Cessation Assistance
- ❖ Community Education
- ❖ Be Active – Health Club Membership Reimbursement
- ❖ Be Rewarded Vouchers
 - ✓ Dental Visit-\$25
 - ✓ Cervical Cancer Screening-\$25
 - ✓ Colorectal Cancer Screening-\$25
 - ✓ Mammogram-\$25
 - ✓ Diabetes HbA1c testing Certificate



For Members Enrolled in:

**SeniorCare Complete
Minnesota Senior Care
Plus (MSC+)**





Take CHARGE!

**Take Charge!™ Wellness Programs
help South Country Health Alliance
members achieve their best
personal health and wellness.**

Wellness Programs

SNBC-Adults

- ❖ Tobacco Cessation Assistance
- ❖ Be Active – Health Club Membership Reimbursement
- ❖ Community Education Classes Reimbursement
- ❖ Be Rewarded Vouchers
 - ✓ Cervical Cancer Screening-\$25
 - ✓ Colorectal Cancer Screening-\$25
 - ✓ Breast Cancer Screening-\$25
 - ✓ Chlamydia Screening -\$25
 - ✓ Dental Visit-\$25
 - ✓ Well-Care Visit Ages 18-21 -\$25
 - ✓ Diabetes HbA1c testing Certificate



For Members Enrolled in:

- Families and Children
- MinnesotaCare
- SingleCare
- SharedCare
- AbilityCare

Take CHARGE!

Take Charge!™ Wellness Programs help South Country Health Alliance members achieve their best personal health and wellness.



Population Health Management

South Country Health Alliance's Population Health Management (PHM) strategy is a collaboration of departments, community partners, and counties, that includes services and programs to maintain and improve health care quality and outcomes.

- ❖ keeping enrollees healthy;
- ❖ managing enrollees with emerging risk;
- ❖ patient safety or outcomes across settings; and
- ❖ managing multiple chronic illnesses

Population Health Focus Areas



Controlling Hypertension



Follow up after hospitalization



Emergency department visits related to behavioral health



Mental Health Outpatient



Anti-Depressant Medication Management

Diabetes Performance Improvement Project



Comprehensive Diabetic Care - for members enrolled in AbilityCare, SingleCare, SharedCare, MSC+ and SeniorCareComplete.



focus on health disparities and is in place for calendar years 2021 – 2023.



Our goal is to improve members self-management of diabetes for those living in rural communities and experiencing geographic health disparities



Extending 2024-2026 with added focus on specific communities and depression

Screening/Prevention Projects

Colorectal Cancer Screenings

Breast Cancer Screenings

Cervical Cancer Screenings

Chlamydia Screenings

Star Ratings 2024



Why Star Ratings Are Important

Medicare rates plans on their health and drug services.

This lets you easily compare plans based on quality and performance.

Star Ratings are based on factors that include:

- Feedback from members about the plan's service and care
- The number of members who left or stayed with the plan
- The number of complaints Medicare got about the plan
- Data from doctors and hospitals that work with the plan

More stars mean a better plan – for example, members may get better care and better, faster customer service.

The number of stars show how well a plan performs.

- ★★★★★ EXCELLENT
- ★★★★☆ ABOVE AVERAGE
- ★★★☆☆ AVERAGE
- ★★☆☆☆ BELOW AVERAGE
- ★☆☆☆☆ POOR

Get More Information on Star Ratings Online

Compare Star Ratings for this and other plans online at [medicare.gov/plan-compare](https://www.medicare.gov/plan-compare).

Star Ratings 2024– SeniorCare Complete

IMPORTANT INFORMATION:

2024 Medicare Star Ratings

South Country Health Alliance - H2419

Official U.S.
Government
Medicare
Information



For 2024, South Country Health Alliance - H2419 received the following Star Ratings from Medicare:

Overall Star Rating: ★★★★★

Health Services Rating: ★★★★★

Drug Services Rating: ★★★★★

Every year, Medicare evaluates plans based on a 5-star rating system.

Star Ratings 2024 - AbilityCare

IMPORTANT INFORMATION:

2024 Medicare Star Ratings

Official U.S.
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South Country Health Alliance - H5703

For 2024, South Country Health Alliance - H5703 received the following Star Ratings from Medicare:

Overall Star Rating:	Not enough data available*
Health Services Rating:	Not enough data available
Drug Services Rating:	★★★★☆

**Some plans do not have enough data to rate performance.*

Every year, Medicare evaluates plans based on a 5-star rating system.



Consumer Assessment of Healthcare Providers and Systems (CAHPS)

- ❖ Annual survey coordinated by DHS(SNBC, MSC+) and CMS(SeniorCareComplete)
- ❖ designed to rate how well health plans are meeting their member needs.
- ❖ The survey is mailed to a random selection of members every year to collect feedback about the services received.



2023 CAHPS SNBC/MSC+ Top Ratings

- ❖ Rating of All Health Care
- ❖ Rating of Personal Doctor
- ❖ Getting Needed Care
- ❖ Getting Care Quickly
- ❖ How Well Doctors Communicate
- ❖ Customer Service



2023 CAHPS SeniorCare Complete Top Ratings

- ❖ Rating of Drug Plan
- ❖ Rating of Health care quality
 - ❖ Rating of Personal doctor
- ❖ Rating of specialist seen most often
 - ❖ Rating of health plan
- ❖ Doctors who communicate well
- ❖ Getting needed prescription drugs
 - ❖ Care coordination

Questions?